

NetScanTools® Pro



Monthly Newsletter

www.netscantools.com

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News...

From the Editor...

Very nice weather here – I'm sure snow is long behind us.

-Kirk

NetScanTools Pro Important News – Please Read

Background: for the last 20+ years we have been using an old DSL line to host the registration and maintenance plan expiration date server. We have been informed that on April 15, the ISP is no longer able to continue supplying that service. At that point our server will go offline. *Why DSL?* We are in a rural area, no cable, no fiber – enough said.

What is the impact on you as an end-user?

Registration: To register NetScanTools Pro, you will need to press the Step 1 button on the Registration Reminder window, then locate the 'Register Online at NetScanTools.com' button currently in the lower right side of the Secure Server Product Registration Window. Press it and your web browser will open to the registration page. Please be aware that this is not an instant registration – we will process it and send back the registration email to the address you supplied.

What other impacts are there?

Updating Maintenance Plan Expiration Date: The 'Update Maintenance Plan Expire Date From NetScanToolsPro.com' button will no longer communicate with the server. It will time out.

Startup date check: You will need to clear the checkbox on the Application Info/Preferences window labeled 'Enable Maintenance Plan Expiration Date update from website'. If you do not clear it, the software will take longer to startup as it waits for a communications timeout.

Where do we go from here?

This came upon us very suddenly so there is currently no quick workaround. We are looking at options.

NetScanTools Pro update in work

This update is already in progress, and it adds a method of changing the 'Analyst' information displayed in Reports. We will change the installer to assure that the software does not automatically contact the soon-to-be-offline server and make the web based registration process more obvious.

NetScanTools LE 1.70 Released March 19, 2024

We are no longer offering NetScanTools LE for sale, but we have had some requests to update it. This update is the first since 2018 and has many internal changes have been made plus a few visible changes – mostly in the DNS Tools section and the UDP port scanning now works properly.

The update is available for download by current licensees, but it will not be available for purchase. Please use Help menu/Check for New Version.

This is the release notes:

- Many internal changes to enhance functionality. Bug fixes.
- Updated SQLite to v3.45.2
- Updated database files.

Where to find your NetScanTools Pro Update Username and Password

We receive this question a couple of times a month: "Where do I find my username and password after clicking on the 'Help' menu and selecting 'Check for New Version' in NetScanTools Pro?" Here's the answer: Look on the right-hand side of the program window. If your copy of the software is registered, your username and password will be displayed in the appropriate boxes.

Login Access Credentials

Username

Password

Maintenance Plan Expires on Friday, May 12, 2023

Open Check for New Version In Your Web Browser

If you have the right credentials and cannot log in, check your maintenance plan expiration date, then contact us.

Maintenance Renewal and ordering online

Due to a staffing shortage, we are not sending out reminder emails on a regular basis. Emails being sent when we have time.

There are two things to keep in mind when renewing online:

1. **Make sure you really need to renew.** Every so often we get an online renewal order and the customer did not need to renew – we have to refund it through our reseller and we get charged. **Why does this happen?** The renewal expiration date in the software was not changed at the last renewal. There are two ways to do this (prior to April 15, 2024) – first is to go to Help/About and press the large button to update your plan expiration date from our server. Second is to manually change the date according to the instructions we sent when you last renewed. **If in doubt, ask us.**
2. **Sometimes customers have problems entering their serial number(s) into the online order form** – an error message appears when moving to the next screen. This is frequently caused by a space or other hidden character in front of the serial. Make sure there is nothing in front of V11- when you enter the serial into the online order form.

Just a reminder that when you order any of our products online, you order from FastSpring, which is our authorized partner for resale. They'll process your purchase, and we'll do everything we can to make sure your order is fulfilled as quickly as possible.

A note about purchasing online from FastSpring. We get asked for the receipt all too often. The receipt for your order will be linked in an email sent to you by FastSpring. Please look at ALL the emails sent by FastSpring right after you order – important information is found in those emails - like your receipt and download link.

Contact Information

If you have any questions or suggestions, please feel free to email.

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